

JOB TITLE: Tax Technician

TAX/22

DEPARTMENT: Tax, Rutherford County

JOB SUMMARY: This position performs clerical, research, and customer service duties for the department.

MAJOR DUTIES:

- o Lists taxes at office counter or as received via mail; reviews forms and compares against previous year's listings to determine accuracy or changes; utilizes price guide to assign values to property; forwards construction data to appraisal division as appropriate; evaluates exemption information; contacts taxpayers to obtain information or resolve discrepancies; enters data into computer records; reconciles listing books with computer records.
- o Answers the telephone and greets visitors; responds to questions and concerns; refers customers to appropriate personnel.
- o Processes tax refunds and releases and discovers real and personal property.
- o Performs monthly motor vehicle billings of tagged vehicles; assists taxpayers with value and jurisdiction issues; adjusts bill as required; maintains separate records of motor vehicle releases; researches and discovers unlisted motor vehicles.
- o Assists in the listing of annual taxable assets of smaller business firms; assists taxpayers in office or processes listing received in the mail.
- o Assists in the preparation of tax scrolls and tax bill.
- o Assists in the review and verification of annual listing totals.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of modern office procedures.
- o Knowledge of relevant state laws and county ordinances pertaining to tax collection.
- o Knowledge of the North Carolina Machinery Act and County tax policies.

- o Knowledge of tax laws, motor vehicle registration guidelines, and fee structures for vehicle taxes and other fees.
- o Skill in operating a typewriter, calculator, computer, cash register, copier, and facsimile machine.
- o Skill in filing.
- o Skill in collecting and recording data.
- o Skill in analyzing and researching databases.
- o Skill in dealing with the public.
- o Skill in performing basic mathematical calculations.
- o Skill in oral and written communication.

SUPERVISORY CONTROLS: The Personal Property Manager assigns work in terms of somewhat general instructions. Completed work is spot-checked for compliance with instructions and established procedures, accuracy, and the nature and propriety of final results.

GUIDELINES: Guidelines include state laws, and county ordinances, policies, and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY: The work consists of related clerical, administrative, and customer service duties. The need for accuracy and attention to detail and frequent interruptions contribute to the complexity of the work.

SCOPE AND EFFECT: The purpose of this position is to perform clerical, administrative, and customer service functions for the department. Successful performance helps ensure accurate tax records for the county and the collection of county tax revenues.

PERSONAL CONTACTS: Contacts are typically with other county employees, attorneys and paralegals, bank personnel, employers of delinquent taxpayers, mortgage company personnel, and co-workers.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS: The work is typically performed while sitting at a desk or table, standing, walking, bending, crouching, or stooping. The employee frequently lifts light objects.

WORK ENVIRONMENT: The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

MINIMUM QUALIFICATIONS:

- o Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- o Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.